# INFORMATION TECHNOLOGY STRATEGIC PLAN SUMMARY

# July 15, 2005

**The Department of Professional and Occupational Regulation (DPOR)**
**Information Technology Summary**
**FY07 – FY08**

This document provides a view of the agency's information technology (IT) investments at an enterprise level. It is organized into four sections:

- Current State/Issues
- Factors Impacting Information Technology
- Anticipated Changes/Desired State of the Agency's IT Investment Portfolio
- Agency IT Investments

## Current State/Issues

The Department impacts the overall quality of life of individuals as consumers and businesses as employers and providers of needed services. The common mandate of the Department is the protection of the health, safety, and welfare of the public by assuring minimum competence of applicants for licensure and the adherence of licensees to all pertinent statutes and regulations. At the same time, the Department seeks to provide a fair and timely process for allowing qualified applicants to gain entry to an occupation or profession. One of the major goals of the Department is to maximize efficiencies through the use of technology to improve the service to customers and decrease the costs. The Department's current efforts include the development of a web-enabled application to replace the legacy systems, CLES and ETS, and to support the Department's new business requirements. These include license renewal and the filing of applications for licensure via the Internet. This objective is in line with the implementation of the electronic government initiative of the Commonwealth.

The agency currently has a number of aging IT solutions that no longer meet the requirements of its business. Agency critical applications reside on technology platforms that are outdated and increasingly hard to support from a software resource perspective. Agency applications are not integrated and have created a situation where productivity is being lost due to data quality, as well as creating issues in work flow processes.

## Factors Impacting Information Technology

There is a need to provide automated support for fully interactive business processes including on-line licensure, case management and reporting capabilities to provide better service to customers and more effectively manage and evaluate our operations. The eligible population for DPOR services has steadily increased over the last four years. DPOR continue to be mandated to regulate new professions and occupations.

Implementation of a new licensing and enforcement system, while expected to enhance automated processing capabilities, may have limited functionality available to handle nuances across programs. Additionally, learning curve delays may be experienced early in the implementation phase.

## Anticipated Changes/Desired State

 The future IT environment at the Department of Professional and Occupational Regulation is one of continued integration and centralization of all IT systems and functions used by the department.  Continued integration and centralization of all IT systems will result in increased efficiencies by the staff at DPOR as well as improved customer service.   The long-term solution will be for the agency to implement one fully integrated information technology solution, The Electronic Access to the Government Licensing and Enforcement System (EAGLES). The EAGLES project will allow for information to be accessed quickly and easily, thereby improving the work of the staff, the overall work environment at the Department, and the response time to customer requests.  It will support the following agency goals.

- Revolutionize service delivery by providing the ability for citizens of the Commonwealth to apply for professional and occupational licenses via the Internet
- Meet the access needs for citizens by offering them an additional means of interacting with the Department
- Improve the efficiency and effectiveness of government services by supporting the decrease in transaction costs through improving the efficiency in license processing
- Improve IT services for the agency and the workforce by providing an integrated suite of products for regulation management.

## Agency IT Investments

This is a tabular summary of identified IT needs for the next two years. Please refer to Appendix A for a more detailed view of information technology investments, aligned with service areas.

| Category | Cost - Year One | | Cost - Year Two | | Total Cost |
|---|---|---|---|---|---|
| | General Fund | Nongeneral Fund | General Fund | Nongeneral Fund | |
| *Major IT Projects* | | $86,00 | | | $1,011,000 |
| *Non-Major IT Projects* | | | | | |
| *Major IT Procurements* | | | | | |
| *Non-Major IT Procurements* | | | | | |
| ***Totals*** | | $86,000 | | | $1,011,000 |

# Appendix A: Information Technology Investments

## I Major IT Projects

PROJECT NAME: Electronic Access to the Government Licensing and Enforcement System ( EAGLES)

DESCRIPTION: EAGLES will be a web enabled application to replace the two legacy systems, CLES and ETS, and will also support the agency's new business requirements. These new requirements include the submission of applications for initial and renewal licensure via the Internet.

| Is this a proposed project or the continuation of an active project?  (Proposed or Continuing) | | | | Continuing |
|---|---|---|---|---|
| | | | | |
| Planned project start date: | | 8/19/2004 | Planned project end date: | 6/30/2006 |

| Estimated Costs: | Total | General Fund | Nongeneral Fund | Nongeneral Fund Type |
|---|---|---|---|---|
| Project cost (estimate at completion): | $1,011,00 | | $1,011,00 | State |
| Estimated project expenditures first year of biennium: | $86,00 | | $86,000 | |
| Estimated project expenditures second year of biennium: | | | | |

| Funding Required: | Total | General Fund | Nongeneral Fund | Nongeneral Fund Type |
|---|---|---|---|---|
| Funding required for first year of biennium: | $86,000 | | $86,000 | State |
| Funding required for second year of biennium: | | | | |

| Service Areas served by this project: | Project Owner: | Objectives supported: | Customers Served |
|---|---|---|---|
| Licensing and Regulation | Y | 56046.01 56046.02 | Applicants,  Regulants, Board Members, Affiliated trade and professional organizations, Local, state, and federal government offices and agencies |
| Enforcement | Y | 56047.01 56047.02 |  Complainants, Regulants, Board Members, Local, state, and federal government offices and agencies |
| Administrative Services | Y | 56048.01 56048.02 |  Applicants,  Regulants, Board Members, Affiliated trade and professional organizations, Local, state, and federal government offices and agencies, Complainants, Employees |
| | | | |
| | | | |

*Procurements associated with this project:*

Note: Identify below procurements that are related to the above project.  The cost of these procurements, even though identified below, should also be included in the cost estimates above.

| Procurement Description: | MyLicense Office | | |
|---|---|---|---|
| | | | |
| Planned delivery date: | 6/30/2006 | Procurement cost (estimate at completion): | $721,000 |